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EMAIL COMMENT TO FCC COMMISSIONERS TRS Docket 03-123

AUG - 6 2004 ORIGINAL

-----Original Message-----

Federal Communications Commission  
Office of the Secretary

**From:** Steven & Carol Manning [mailto:manning@cox.net]

**Sent:** Thursday, June 24, 2004 10:01 PM

**To:** Michael Powell; Kathleen Abernathy; Michael Copps; Kevin Martin; Michael Copps; Jonathan Adelstein; Dane Snowden

**Subject:** Support for Functionally Equivalent Services for Deaf and Hard of Hearing People

Please continue to support Video Relay Services and allow us to have 24 hours of VRS. We use it often because it is very natural way to speak with other people than traditional TTY relay services. Thank you.

Steven M. Manning  
17039 Orchard Avenue  
Omaha, NE 68135-1453

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COMMENT FROM STEPHEN KING OF TUCZON ARIZONA

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AUG - 6 2004

-----Original Message-----

From: Love2Sign [mailto:love2sign@ultrasw.com]

Sent: Wednesday, June 23, 2004 1:51 AM

To: Michael Powell

Cc: bloch@nad.org

Subject: Abuse of the TRS system (IP Relay)

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Federal Communications Commission  
Office of the Secretary

Dear Mr. Powell,

I applaud the efforts that the FCC has taken to ensure that the deaf community has the same resources that hearing individuals do. I also see the great benefit that the VRS system will achieve. I am, however; extremely concerned about that abuse taking place with the current TRS system, particularly IP relay. I am interested in whether any studies have been done to monitor the actual validity of these internet calls. I am specifically talking about calls containing sexual explicit content and fraud calls coming from out of the country.

It is my understanding that the FCC has now prompted the call centers processing these types of calls to remove the IP blocking software that they had in place. Surely the FCC did not mean for the CAs processing calls from these centers to become phone sex operators or con artists for the HEARING community. The fact is that most of these call centers, processing IP relay calls have a majority of their call volume involved in this type of fraud or sexually explicit content from hearing individuals abusing this free service. This is severely demoralizing the CAs having to process these calls, especially when their only desire was to help the deaf community.

I would hope that this commission would move on this issue swiftly in order to preserve to original purpose of Title IV of the ADA.

Sincerely,

Steven King  
Tucson, AZ

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03-123 ORIGINAL

-----Original Message-----

From: Stacie Yates [mailto:stacie\_yates@usa.net]

Sent: Tuesday, July 06, 2004 10:01 AM

To: Michael Powell; Kathleen Abernathy; Michael Copps; KJMWEB; Jonathan Adelstein

Subject: Relay operators and IP-Relay Operators

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To whom it may concern,

Federal Communications Commission  
Office of the Secretary

As a concerned citizen I am taking it upon myself to write you regarding a current regulatory restriction that allows criminal activity to be conducted through the use of relay operators. I have read several articles of late about the rules and regulations governing the operations of these individuals and am aware of the growing use of the system to conduct fraudulent business with American companies by foreign nationals, in particular. This abuse of the service is also pushing aside the deaf and hard of hearing callers who are trying to make legitimate calls.

My understanding of the current code suggests that if a criminal network were to use the network of relay operators to conduct business, that they could do so with little fear of being caught, because the discovery of these activities by the relay operator could not be reported by that individual without the operator risking job loss or legal action. That the laws in effect in this country could be circumvented in such a fashion is disturbing.

The Telecommunications Act regarding wire fraud appears to be voided by the restrictions on relay operators. Laws regarding organized crime, tax evasion, export restrictions, and, possibly, the Patriot Act, are made weaker due the hand-tying of a person who is in a position to alert authorities to the possibility of any number of criminal acts. When a relay operator is essentially forced by the law to be an unwilling accomplice in what they know to be a crime, scamming the person on the receiving end, it would seem to be a bad law. As it stands now, apparently the law expects an operator to do exactly that. A caller could be using the service to plan any criminal activity, from a petty credit card scam to a terrorist act, but the relay operator is expected to treat this caller the same as a legitimate caller trying to place a necessary call.

I would like to urge your commission to consider amending the regulations and allowing relay operators to report suspicious activities to either the FCC, the US Treasury Department, or local law enforcement. Surely the same people currently trusted to help our citizens complete their daily business in an efficient and confidential manner can be trusted to use a bit of judgment in weeding out the deaf mother who is placing a call to her daughter for a catch-up conversation from a caller who inquires about twenty laptops that need to be shipped immediately to Lagos, Nigeria, insists that they be paid for via credit card, and express shipped. How frustrating it must be for these operators to be expected to relay these scams without a warning for the unsuspecting victim, and no recourse for reporting the activity to the authorities.

Stacie Yates

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The Viktor and Hermione Corner

Fanart and Fanfiction largely catering to Viktor/Hermione shippers since 2003

<http://web.centre.edu/stacie>

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-----Original Message-----

From: Steven Feinsmith [mailto:sfeinsmi@cox.net]

Sent: Friday, June 18, 2004 11:47 AM

To: FCCINFO

Subject: Cox Communications Inc.

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AUG - 6 2004

Hello,

Federal Communications Commission

First of all, thank you for your wonderful effort for the deaf community with Video Relay Service and doing business with Sorenson and others. I strongly encourage FCC keep this project continually.

My reason to write this message because I have complaining against Cox Communications as high speed provider in Fairfax county, Virginia. I am not only person that have complaining but entire deaf community who live this area. Cox was not sensitive and understand our need for stable high speed Internet service for video-based communication. I struggle with Cox for 13 months without solution. They tried to force me to use their business type package which cost much more than residence package contained higher speed and static IP address(es). I denied it because I did not feel right for deaf community to pay more than hearing people. Anyway, the business type package was not available in my area.

Cox has been very poor performance with their high speed Internet service as follows:

Uplink speed was not always stable make the picture slowly and difficult to communicate with VRS or others.

Excessive WAN dynamic IP address change cause equipment included cable modem has to reset repeatedly.

Breakdown almost everyday included tremendous email junk and email server(s) went down so often.

To call Cox customer service take an enormous amount of time before I can discuss the problem. They tend to ask so many questions such as name, address, pin number, home address, phone number and others. Their technical support did not get proper training to understand about video-based communication need for the deaf. They labeled it as "third-party device" and refused to help individually. Several deaf users tried to tell them that they always have Internet service disconnect several times per day. For clear example, I have two dynamic IP addresses through high-speed switching. One IP address linked with Sorenson VP-100 and other linked with router and computer. This prevent to have any conflicts each other.

Every time, I used VRS and always cutoff by Cox and same time my AOL instant messenger popped up as "lost connection". I discovered this incident is similar with other deaf users in my area. I also notice the WAN IP address change again and again. Good thing, Sorenson VRS operator skill and made reconnection to resume our conversation with other person.

I strongly encourage FCC should investigate Cox Communications and improve their quality of service and capable work better with our video based equipment and without charge anyone with premium such as business package.

Also have Cox and other providers to issue static IP addresses for deaf community without extra cost. The dynamic WAN IP address is a trouble prone for the deaf community because they did not know how to reset and reconfiguration.

I encourage FCC give all high-speed Internet services better education and understand about deaf community with VRS. The uplink speed should be better than 224 Kbps. Cox tends use below 128 Kbps often. Thank you for your valuable time to review this incidents.

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Steven J. Feinsmith